

# We Value Your Feedback

## Complaints & Feedback

Our organisation welcomes feedback from people, including complaints. We want to know what we are doing well and what we need to improve.

Feedback and complaints can help us to provide a better service for you and also for other families. We will handle your comment fairly and as quickly as possible.

## What can I give feedback or complain about?

Anything that you are happy/unhappy with including:

- Services that you did/did not receive
- Services that were helpful/not helpful
- Safety issues
- Our policies, procedures or practices
- Decisions made by staff
- Behaviour of our staff

## How do I provide feedback or make a complaint?

- You can give feedback or complain by simply telling the person concerned or their supervisor.
- You can do it in person, on the phone, write it in a letter or use the form “tell us what you think” which is available on the CareSouth website. Feedback and complaints can be posted, faxed, emailed or dropped off at any CareSouth office.
- A family member, friend or someone else can do it on your behalf if you would prefer.
- You can ask for help from a staff member or the manager.

## Who do I give feedback or complain to?

1. If you have a worker, try talking to him/her first.
2. If the matter is a serious problem or you are not satisfied with the outcome, you may wish to go to the workers’ manager.
3. If you are not satisfied with the outcome after going to a manager or the matter is very serious, you may wish to go to a more senior manager or the CEO.
4. There are also several external avenues for feedback if you are not satisfied.

## Our Commitment to You

We will keep information confidential as far as possible and will only discuss the feedback or complaint with people who need to know about it. Some serious complaints may need to be discussed with agencies outside CareSouth eg. the police.

You may wish to have an advocate to speak on your behalf. If you don’t know anyone suitable, we can help find someone you are comfortable with. You may also wish to have a support person with you to attend any meetings. You can always ask to have the reasons for any decisions explained to you or your advocate.

Some feedback and complaints can be sorted out quickly, while others take more time. We will let you know what we are doing about it and when you can expect a response.

CareSouth’s policy states that you will not be disadvantaged or discriminated against in any way because you have made a complaint. You have a right to complain and we take all complaints seriously.

## Other Feedback Avenues

If you are still not satisfied with CareSouth’s response to your complaint there are other agencies you can contact. We can help point you in the right direction.

### **Kids Helpline: 1800 551 800**

Kids can ring and talk to a Counsellor about what’s bothering them.

### **NSW Ombudsman: 1800 451 524 or 02 9286 1000**

The NSW Ombudsman deals with complaints and may review your situation. They also have community visitors who can help children and young persons in care to sort out problems with their care.

### **Administrative Decisions Tribunal: 02 9377 5711**

### **Community Services: 132 111**

You can ring Community Services concerning children and young persons being hurt or at risk.

### **NSW Children’s Guardian: 1800 451 524 or 02 8219 3600**

**For more information**

contact us on **1300 554 260** or check out our website [caresouth.org.au](http://caresouth.org.au)